

MARYLAND DEPARTMENT OF HEALTH  
**Developmental Disabilities Administration (DDA)**

# **Self Directed Services Framework and Amendment #2**

**NaToya Mitchell, Statewide Coordinator of Self-Directed Services**  
**Rhonda Workman, Director of Federal Programs**  
**Patricia Sastoque, Director of Programs**

Monday May 13, 2019

Thursday May 16, 2019

Monday May 20, 2019

# Agenda

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- Overview
- Challenges
- Service Delivery Enhancements
  - Framework
  - Infrastructure
- Addressing Challenges
- Waiver Amendment #2
- Questions and Answers

# *Developmental Disabilities Administration*

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# **Welcome**

# Today's Process

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- Be respectful of each other
- Come to microphone to share your question or suggestion
- Limit of one comment at a time so all have the opportunity to ask a question or share a suggestion
- To protect confidentiality and provide individualized support, please speak with DDA staff after the presentation regarding person specific challenges, concerns, and other assistance needed

# *Developmental Disabilities Administration*

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## **Overview**

# Developmental Disabilities Administration

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- We believe that ALL people have the right to live, love, work, learn, play and pursue their life aspirations in the community
- We partner with people with developmental disabilities and families to provide support and resources to live fulfilling lives
- We provide a coordinated service delivery system to enable children and adults with intellectual and developmental disabilities and families to work toward self-determination, interdependence, productivity, integration, and inclusion in all facets of community life across their lifespans
- We are one of many resources, services and supports available to assist individuals and families as they build their lives toward their vision of the of the “Good Life”

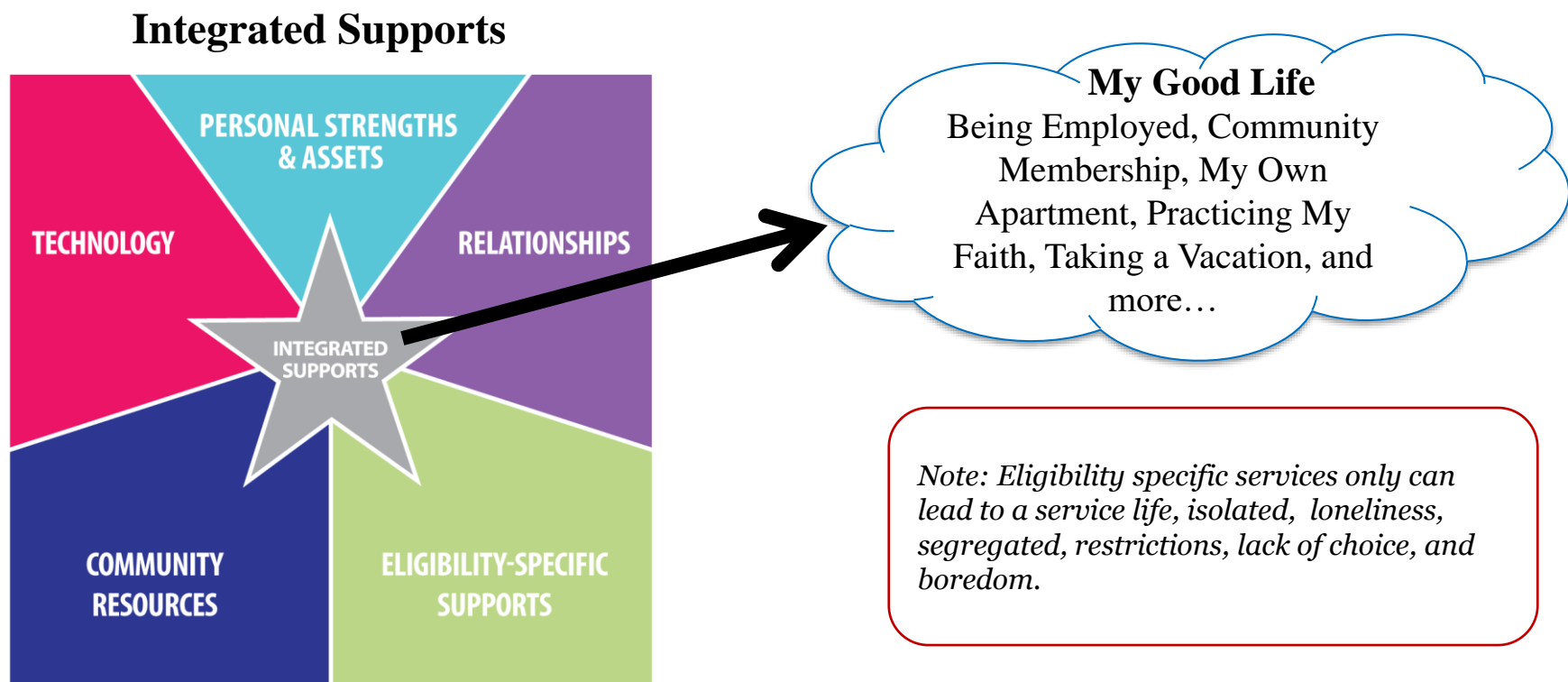
# DDA Supports

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- Children
- Adults
- Families



# Trajectory to the “Good Life”

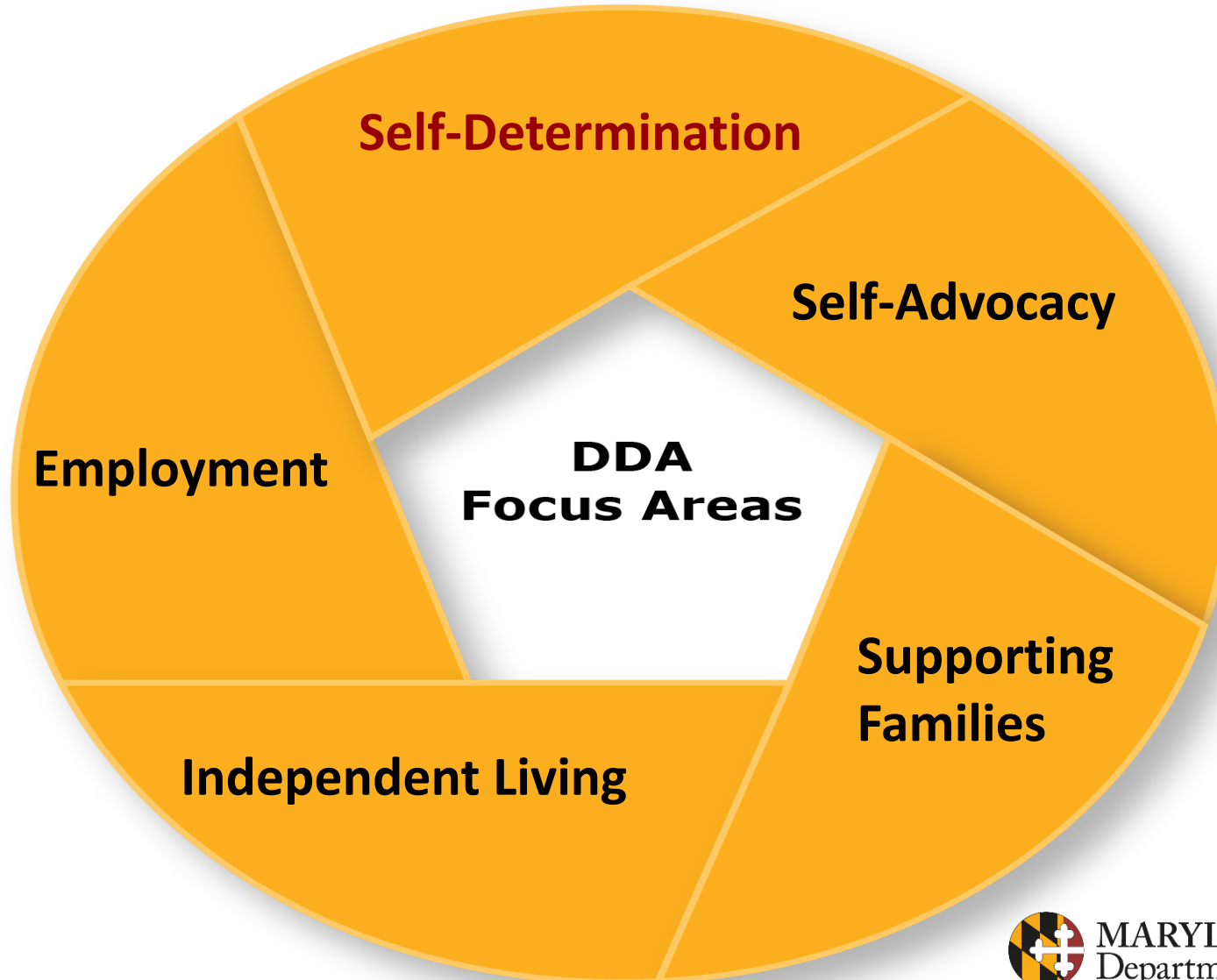


LifeCourse Integrated Star product of F2F LifeCourse Network/ UMK, UCEDD



# DDA's Focus Areas

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# DDA's Regional Offices

Region Office	Counties Served	Phone
Michael Bryan, Acting Director Central	Anne Arundel County, Baltimore City, Baltimore County, Harford County, Howard County	410-234-8200 TDD: 877-874-2494
Kimberly Gscheidle, Director Eastern	Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico, and Worcester Counties	410-572-5920 TDD: 1-800-735-2258
Judy Pattik, Director Southern	Calvert, Charles, Montgomery, Prince George's, and St. Mary's Counties	301-362-5100 TDD: 1-888-207-2479
Cathy Marshall, Director Western	Allegany County, Carroll County, Frederick County, Garrett County, Washington County	301-791-4670 TDD: 1-888-791-0193

# *Self-Direction* **Challenges**

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# Challenges

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- Budget form
- July 1<sup>st</sup> service implementation date
- Access, development, and readability of the person-centered plan
- Access to staff recruitment and advertisement funds
- Fiscal management service cost

# Challenges

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- Gaps in services
- Community first choice services
- Personal supports services
- Transportation reimbursement for staff as benefit
- Reimbursement for use of family vehicle

# Challenges

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- Designation representative
- Employment supports
- Community development services
- Certified medication technician training availability

# Plans to address ---

- Self-direction service delivery model framework
- Infrastructure
- Policy
- Guidance
- Waiver Amendment

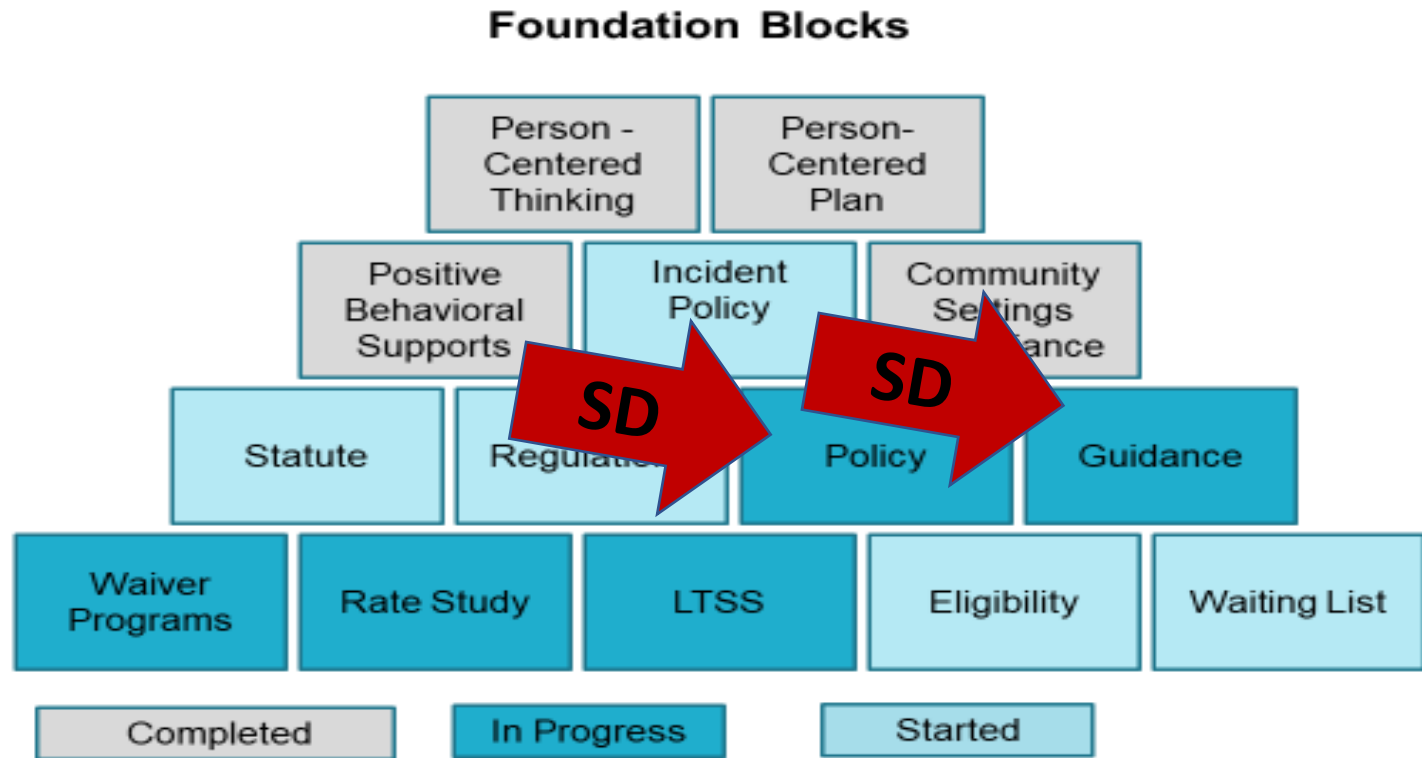
*Self-Direction*

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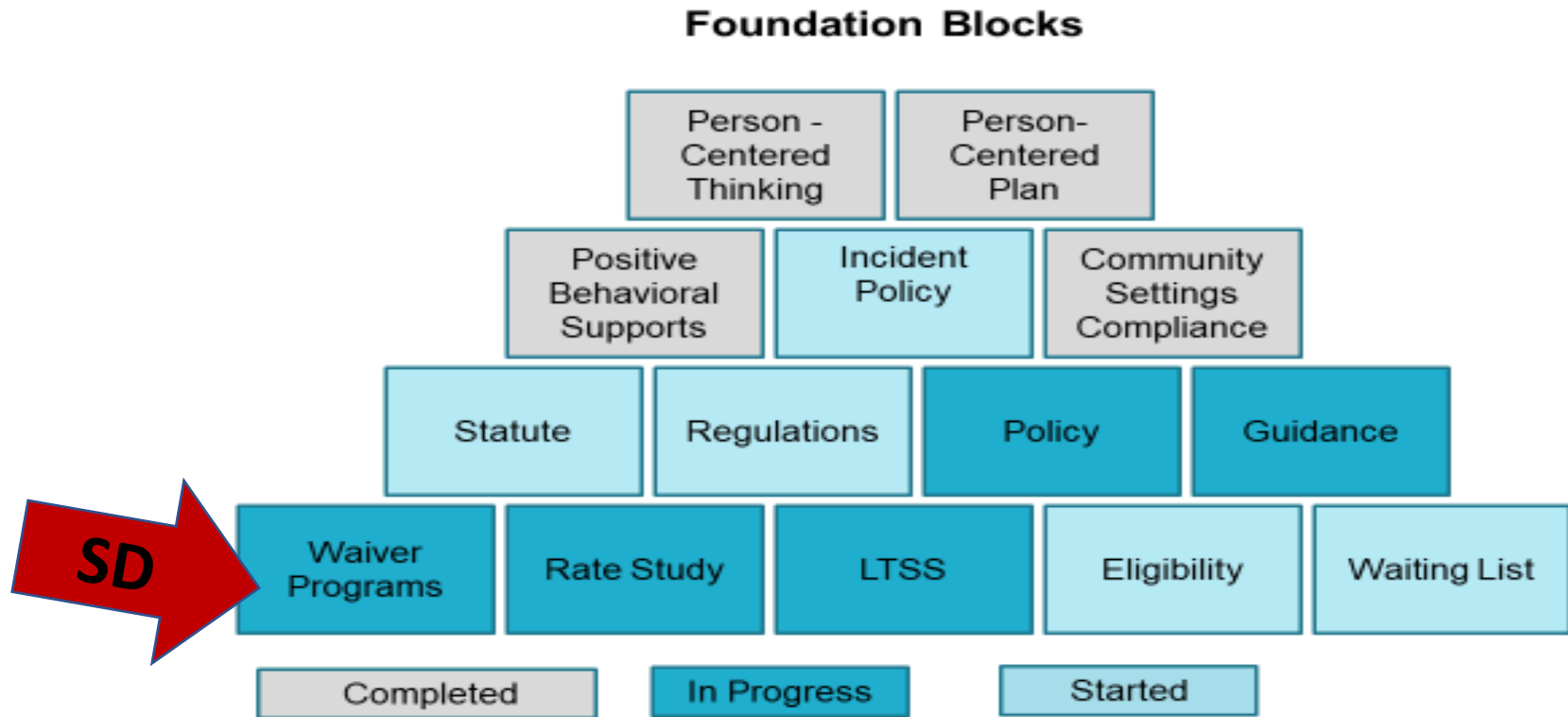
**Service Delivery Enhancements**



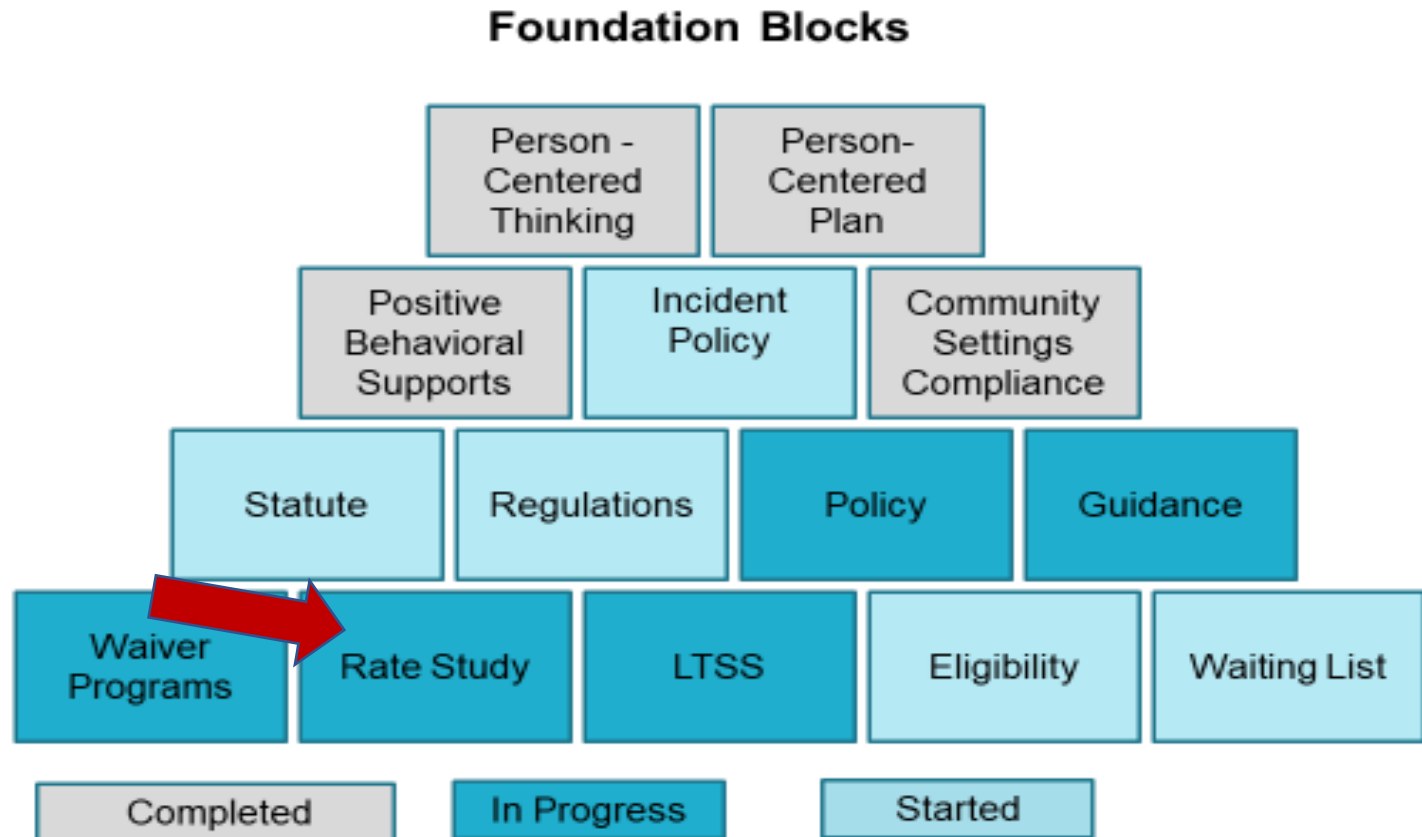
# Framework and Infrastructure



# Waiver Amendments #2



# Waiver Amendments #2



# *Self-Determination* **Framework**

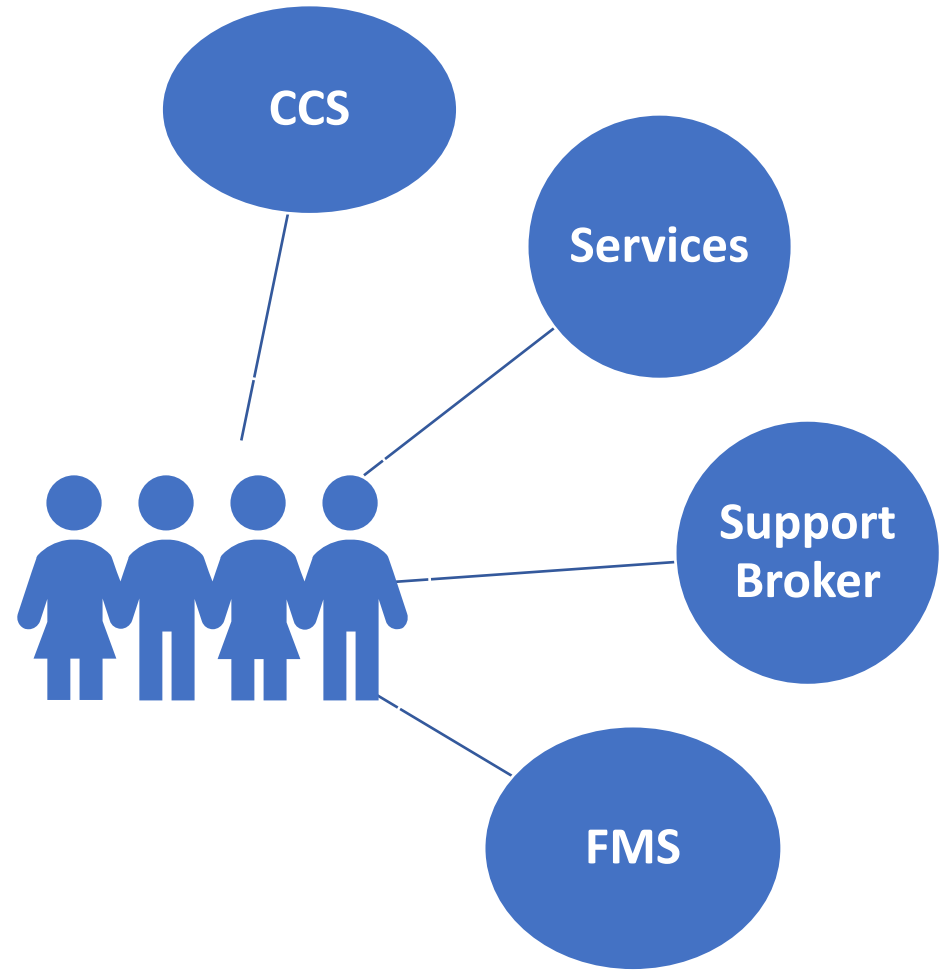
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# Framework

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**The Employer of  
Record**



# Framework

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**Principles of Self-Directed Services**  
To Guide What Happens and How

**Structures**

Key Design and  
Policy Elements for  
a Self-Directed  
System

**Processes**

Best Practices in  
Delivering Self-  
Directed Services  
and Supports

**Quality of Life Outcomes**

What People Want to Lead a  
Full and Meaningful Life

## Principles – To Guide What Happens and How

- Authority to plan/pursue vision
- Collaborative support delivery
- Access to satisfactory support options
- Authority to direct services
- Valued roles for individuals/families
- Commitment to excellence/outcomes
- Community membership
- Flexibility in support delivery

## Structures – Key Design and Policy Elements for a Self-Directed System

### Structures to:

- Fairly assess needs
- Provide a fair and ample individual budget
- Offer fair and affordable provider rates
- Effectively pay providers
- Inform and train individuals/participants
- Provide person-centered planning
- Make available a stable and qualified workforce
- Assure quality
- Assure public transparency

## Processes – Best Practices in Delivering Self-Directed Services and Supports

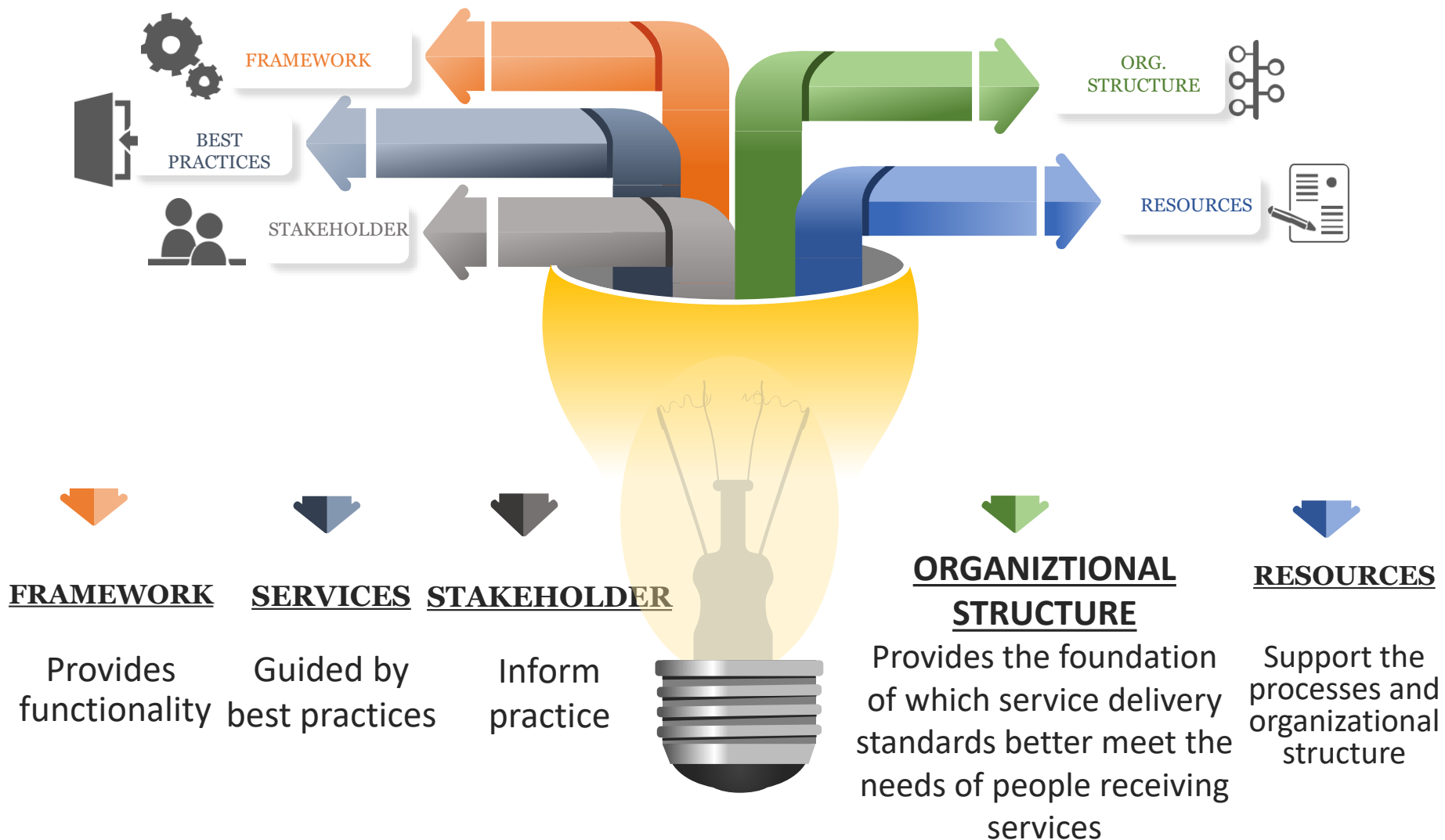
### Processes that assure:

- Individuals feel welcome and heard
- The exchange of information is adequate, yet not burdensome
- Practices are culturally competent
- Individuals control their budget
- Planning is person-centered
- Individuals choose supports and providers
- Money and services/supports are portable
- Supports are flexible to meet changing needs
- Supports are available in a crisis
- Informal community resources are utilized
- Peer support/mentoring is available
- Quality of supports is measured
- The public is kept informed

## Quality of Life Outcomes - What People Want

- Relationships
- To feel valued
- To have access to a community life
- Meaningful things to do
- To be safe
- To have an ample amount of money
- A safe place to live and work
- To be as healthy as possible

# Policy Development





# Framework

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The overarching goal of the DDA's self-directed service delivery model is to create an option that is efficient, fair, and person-centered

# Framework



INTENTIONS

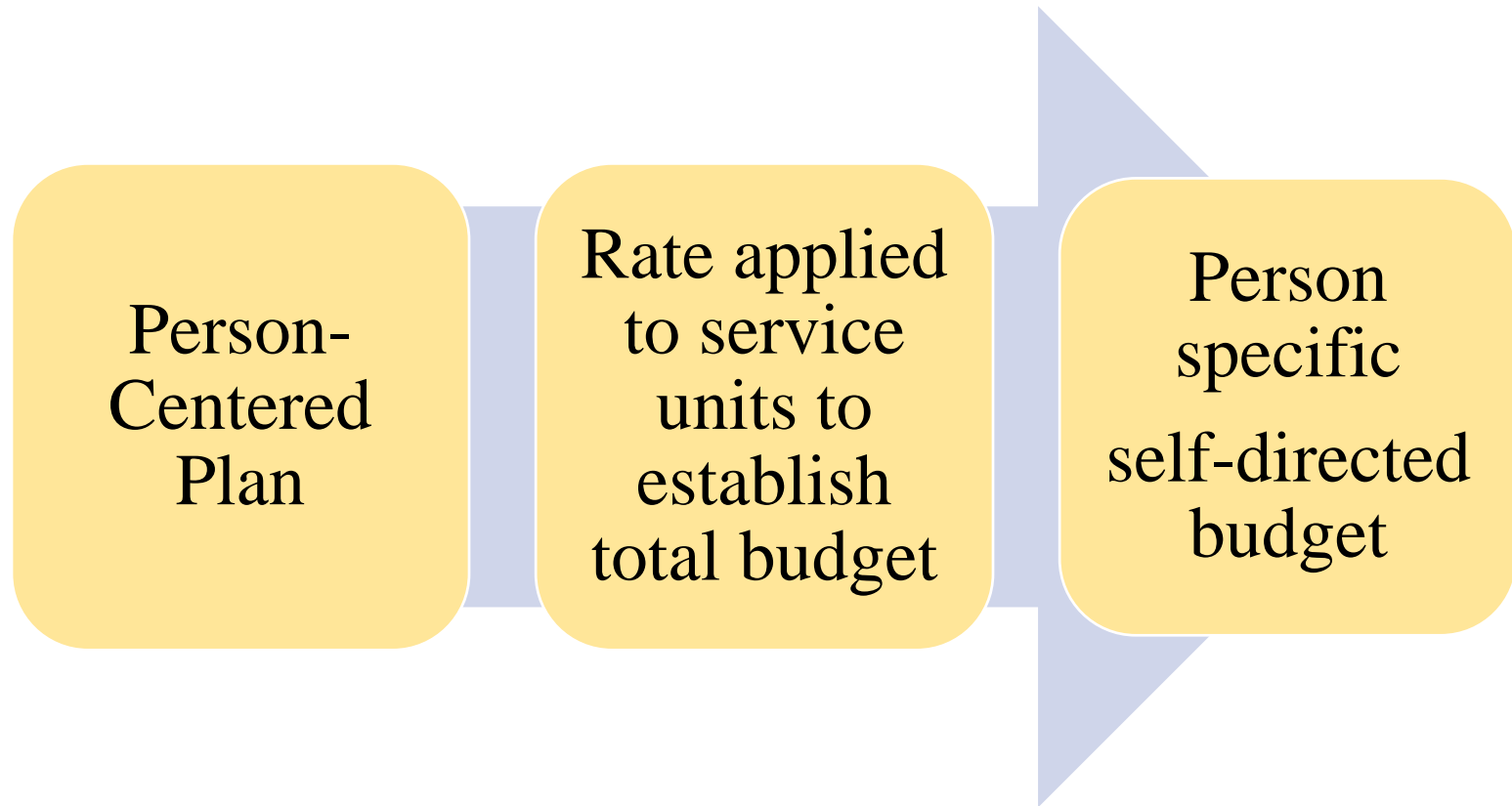
ACTIONS

OUTCOMES

Financing Strategy &  
Communication

# Framework

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# Framework

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- A person has the **freedom** to make his/her own decisions and plan his/her own future
- The **authority** to control how money is spent for his/her supports
- The **support** needed from friends, family, and others the person chooses
- Takes **responsibility** for those decisions

*Self-Determination*

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**Infrastructure**

# Infrastructure

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- Goal to build a self-directive option for Marylander with developmental disabilities to have better access to DDA waiver services
- Fiscal Management Services that provides a billing process that promotes autonomy, independence, and accountability
- Provide a questionnaire to be completed when the participant is interested in selecting a designated representative to assist with employer and budget authority

# Infrastructure

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- Service Agreement to ensure the use of a legally responsible person, legal guardian, or relative (who is not a spouse) to provide services is in the best interest of the individual enrolled in Self-Directed Services delivery model
- Participants Encounter Form
- Self-Directed Services Agreement

# Infrastructure

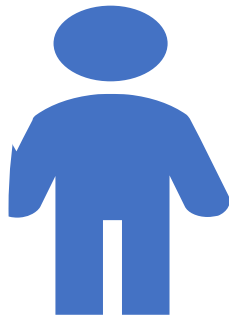
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- Participant Handbook
- Fact Sheets
- Budget Sheet Form
- Brochure

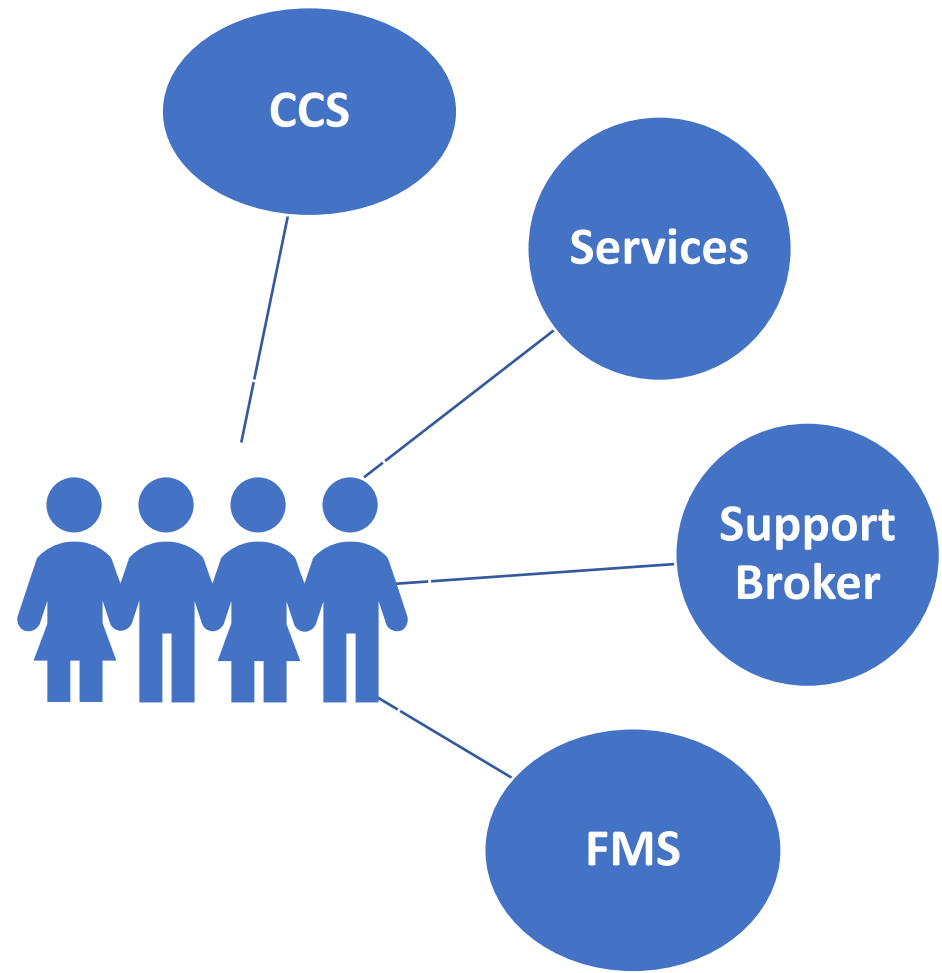


# Infrastructure

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**The Employer of  
Record**



*Self-Determination*

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**Addressing Challenges**

# Plans to address ---

- Self-direction service delivery model framework
- Infrastructure
- Policy
- Guidance
- Waiver Amendment

# Addressing Challenges

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- Publish new self-directed budget form and tools
- Enhance fiscal management services
- Address and clarify the person-centered plan
- Authorize staff recruitment and advertisement funds for all self-directed budgets
- Distinguish fiscal management service cost within the new self-directed budget form

# Addressing Challenges

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- Policies, manuals, fact sheets, and other educational strategies to communicate
  - Meaningful day service options
  - Community first choice services
  - Personal supports services
  - Transportation reimbursement for staff as benefit
  - Reimbursement for use of family vehicle
  - Designation representative
  - Employment supports training requirements

# Challenges

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- Add employer authority to employment supports
- Explore additional certified medication technician training opportunities

*Self-Determination*

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**Waiver Amendment**

# **Amendment**

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- Clarify terminology
- Expand individual and family directed goods and services
- Add employer authority to employment services



# Next steps

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- Establish dedicated self-direction email address for stakeholder input on today's presentation
- Finalize manuals, handbook, fact sheets, and forms
- Stakeholder education and training
- Amendment #2 Proposal Webinar June 17, 2019
  - Posting in Maryland registry
  - 30 day public comment period

# DDA Regional Self-Directed Services Leads

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Region	Counties Served	Contact Information
Central Region (CMRO) 1401 Severn St, Suite 200 Baltimore, Maryland 21230	Anne Arundel County, Baltimore City, Baltimore County, Harford County, Howard County	<b>Ola Otuyelu</b> olasubomi.otuyelu@maryland.gov 410-234-8235
Eastern shore Region (ESRO) 926 Snow Hill Road, Building 100 Salisbury, MD 21804	Caroline, Cecil, Dorchester, Kent, Queen Anne's, Somerset, Talbot, Wicomico and Worcester Counties	<b>Jonna Hitch</b> jonna.hitch@maryland.gov 410-572-5920
Southern Region (SMRO) 312 Marshall Avenue, Suite 700 Laurel, Maryland 20707	Calvert, Charles, Montgomery, Prince George's and St. Mary's Counties	<b>Tia Henry</b> tia.henry2@maryland.gov (301) 362-5147
Western Region (WMRO) 1360 Marshall Street Hagerstown, Maryland 21740	Allegany, Carroll, Frederick, Garrett County, Washington Counties	<b>Tina Swink</b> tina.swink@maryland.gov 240-313-3877

# Questions

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[dda.selfdirection@maryland.gov](mailto:dda.selfdirection@maryland.gov)

